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MENTAL  
HEALTH

*Loving Hearts, Beautiful Minds*

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# IMH LINK

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# Icons of Change

Is a career in healthcare rewarding? It is so for these people who have made career changes into healthcare. Healthcare has evolved as an industry to be reckoned with – where life-long careers are developed, mentors teach and staff respond with fascination of new things learnt. It represents a fulfilling career, rewarding with work-life balance, engaging you in activities that stimulate your intellect and social interests. This may sound too good to be true. For some, this journey into healthcare meant self-discoveries all unique to the individual.



*“The diversity of experiences gained in the entertainment industry schooled me to become more receptive to people, shaped my interpersonal skills and gave me the determination to be self-directed in my life. I sought for personal satisfaction and found it in healthcare.”*

Haizad Imran, Staff Nurse

These committed individuals show you why careers in healthcare hold immense meaning to their lives. Their stories will inspire and stir your heart. They have journeyed into discovering themselves while caring and nurturing the lives of others with their hearts.

**Wan Sau Peng** worked as a personal assistant in the insurance industry for a year before deciding that it was not the career for her. Inclined to help others, she embarked on a career switch that saw her go into occupational therapy, a vocation that is in her own words, ‘fulfilling’.

Sau Peng started out working as an Occupational Therapist Assistant in special schools helping children with intellectual disabilities. She said, “I enjoyed the connection and the satisfaction derived from being able to meet even the smallest needs. However, I found that I did not carry the skills required to help them adequately. Therefore, I decided to enrol with Nanyang Polytechnic for a diploma course in Occupational Therapy.”

“I was not able to finance my studies then but was grateful to the Ministry of Health (MOH) which sponsored my course. My family fully supported me in my decision to become an Occupational Therapist. I was once shy and lacked confidence. This job has given me confidence and an appreciation for the simpler things in life. And, being blessed with colleagues who share the same interests with me, I finally met a life partner – a sensitive man who works as a Medical Social Worker in August 2006!”

Her words of encouragement to those who are seeking their career paths, “Stick to what you believe in and hold on for you will see the fruits of your labour. Just have patience. You may find wonders in this career you have never thought of.”

**Nellie Lim** spent 15 years doing accounting and office management before making the gradual change as a counsellor in eldercare where she finally took the leap to becoming a Medical Social Worker, a profession she sees as a vocation in life. There were many qualities required of her to make this move, namely, self awareness, open mindedness and the ability to stay focused on her goals in life. Of course, there was some self doubt involved in making this decision and learning of new skills. She shared, “I learnt to come out from my comfort zone and explore new options in life. This allowed me the opportunities to work with people and connect with them at a deeper level.” She initially faced some objections from her family, but was eventually convinced that this job gave her more satisfaction and growth. Inspiring others thinking of a career change, “Instead of giving myself reasons why I can’t, I give myself reasons why I can.”



So Leng, Nellie and Jiat Khee

**So Leng Tay** was working for 14 years as an IT planner for the public sector before she decided that she wanted more. She then made the career change for her own personal development as she realised that she yearned for a work experience that involves human contact. She had more than she wished for with plenty of opportunities to work with patients and families who needed her care at IMH as a Medical Social Worker. To adjust to this lifestyle, she learnt resilience, reflected on her needs and realised that caring for others brought her more joy and fulfilment. She has since not looked back on her change in career.

**Chang Jiat Khee** once worked as a youth counsellor in a Voluntary Welfare Organisation. Holding an Engineering degree has never deterred her nor changed her mind from being immersed in the selfless devotion of her time. Involved in volunteer work during her university days, she heeded her calling right out of university. For her, her passion for people beckoned the pursuit of the Master of Social Science course which equipped her with the professional skills to engage with patients.

Deeply passionate as a qualified Medical Social Worker, she helped openly, gained insight into life, learning to see from other people's perspectives. Working in a team with fellow colleagues and external agencies, she realised the fundamentals of her work – it involved people to help people. She says, "You can never work alone."

It was quite a feat to convince her family that this was what she wanted – after all, she admitted taking a less lucrative job although the job paid handsomely in so many other ways – she was more fulfilled. "It was simply an intrinsic motivation for me. It was never an extrinsic one", she exclaims.

She realized, too, that working with the youth was different from working with patients with mental health conditions. However, the joy of watching her patients' faces light up when she assisted them and helped improve interpersonal relationships was vital in motivating her.

She shares her words of inspiration with people who are deciding where they wish to be in their careers, "You have the potential to accomplish great things. There is so much goodness in us to help another human being in distress. You need to follow your heart and heed the call when you hear it. Be brave, you may just surprise yourself."

**Haizad Imran**, Staff Nurse who previously worked for 2 years in theatre; and for a year he acted, danced and gave vocal performances in a high profile theatre production. He also recorded music and modelled. Healthcare was not on his mind during these two years. However, this was to change as he found little satisfaction in the entertainment industry. He shares, "The diversity of experiences gained in the entertainment industry schooled me to become more receptive to people, shaped my interpersonal skills and gave me the determination to be self-directed in my life. I sought for personal satisfaction and found it in healthcare."

He found his family supportive and encouraging when he told them of his decision to build a career in healthcare. Much happier now, he feels that he's been given ample opportunities to develop his career, with his mentors being very receptive to his professional and personal needs.

"You need to be inclined to care for others. Making a difference in the lives of others is not for the faint-hearted!" he shares laughingly.

**Vasanthi Velu** worked as a flight attendant with Singapore Airlines for 3 years before the crucial decision to embark on her law degree. As she was not able to juggle both a career and studies, she decided to pursue the degree full-time. Upon completing her degree, she took on a job at the Attorney General's Chambers as an Assistant Public Prosecutor.

*[Continued on Next Page]*



*"The most important things in life are those which money cannot buy. They are a belief system based on set of morals, values and principles – all of which I am able to express myself meaningfully here as a psychiatric nurse. I know who I am, the purpose for my life and the reasons why I am brought here to care for the mentally ill."*

Vasanthi Velu, Psychiatric Nurse

While working there for a year doing Criminal Prosecution, she experienced a difficult pregnancy. A turning point in her life, she explains, "My baby was born premature with an atrial flutter (*an abnormal heart rhythm*). The doctors gave me not much hope for my son to get better. I made a vow to myself. If he survives, I will serve a lifetime for the sick and infirmed just like how the nurses cared for me when I was undergoing the ordeal. As my son passed the critical period (he is now 6 years old and healthy) and survived the ordeal, I just knew I had to fulfil what I promised to do."

She further elaborates, "The most important things in life are those which money cannot buy. They are a belief system based on set of morals, values and principles – all of which I am able to express myself meaningfully here as a psychiatric nurse. I know who I am, the purpose for my life and the reasons why I am brought here to care for the mentally ill."

Nurses have valid reasons for coming to work here. And, although Vasanthi had a valid one, she realised that taking care of others took time away from her baby. She and her husband made adjustments by hiring a domestic helper. Her husband has been incredibly supportive since the time when she studied to be a lawyer, helping out with household chores such as cleaning, cooking and washing.

Knowing her life path and how she has reached here, she is at peace with herself and her life's decisions. She surmises, "Life is about creating a difference in someone else's life and having a peaceful night's sleep. Money can buy you a big cushy bed but not restful sleep."

**Ernest Ng Kok Hong** spent 26 years in the real estate business before taking the plunge into healthcare. Vivacious and a natural people's person, he acknowledged that healthcare was the career he was suited for. Armed with the willingness to start afresh, and a natural ability to empathise with those needing medical assistance, he discussed this career change with his family. The change in work hours and environment was an adjustment he initially faced as he previously enjoyed the independence of being self-employed. He says, "Although there were some issues adjusting to my new work initially, my family was supportive. I saw patients get well. This was the motivation for me to stay in nursing. Yes, nursing is a challenging career. It is demanding but fulfilling at the same time with plenty of growth opportunities."



Ernest Ng Kok Hong

# Ask the Expert

NURSE CLINICIAN NG HEE TONG

## QUESTION

How do I keep in touch with an aging father who insists on keeping his independence and on living alone? My husband and I work and all our relatives do not wish to take on the burden of taking care of an aging father. He is frail and is getting more forgetful. He has been found twice wandering around miles away from home (having taken the wrong bus home) and we are grateful that the authorities have taken good care of him whilst locating us. However, the next time around, we may not be so fortunate. How do we take care of him without making him feel dependent on us? How do we deal with his mental health issues as I fear that he may have dementia?

## ANSWER

Nurse Clinician Ng Hee Tong: Allow me to outline the areas of concerns involved before I proceed to explain how you will be able to deal with this issue:

1. You and your husband work and therefore have no time to take care of an ageing father
2. Your elderly father is frail and forgetful but wants to be independent
3. There are safety concerns for your father
4. Support needed as both you and your husband have your hands full looking after the entire family

Firstly, you may wish to make an appointment for your father to see a specialist so that he can be screened for dementia or any other conditions that may be the cause of his forgetfulness. There is hopeful news: in some cases of dementia, we have had positive response to reversing dementia once the underlying cause is treated. Your father may then return to his normal lifestyle.

If your father indeed has irreversible dementia, there are medications that can slow down the progression of the illness, thereby giving him quality of life for many more years to come.

Once your father receives the medical care required, you may wish to address your father's wishes while at the same time ensure his safety. One solution is to persuade him to agree to have a caregiver at home with him. The overriding concern must be his safety and the safety of his neighbours as he may forget to lock his door or to turn off the stove. You may need to stress that although you wish to respect his independence, you are concerned for his safety. Discuss with him gently so that he understands this.



It may be wise to have a caregiver, a domestic helper or in some instances, a family member, usually a daughter, to look after the person who needs care. Other family members will have to help financially to compensate the caregiver for making the sacrifice to take care of their father. This can be done through a family discussion.

It would be a good idea to allow your father to wear an identification tag, so that if he does leave home without being noticed and then gets lost, people who find him can contact you or your family members.

For community support in your neighbourhood, you may wish to explore community eldercare agencies that offer a variety of services to support families with elderly parents. Such services can be dementia-specific day-care centres where families can place their loved ones in the care of professional staff and at the same time get some respite for themselves. There are also social day centres where the elderly can engage in meaningful activities or social bonding; and Befrienders who visit the elderly in the home to offer psychological support, deliver meals and offer help with household chores. Organisations such as Alzheimers' Disease Association and Tsao Foundation provide caregiver training for those caring for loved ones suffering from dementia. Home Medical and Nursing Services are available for the continuity of care in the home, if the elderly is unable to avail themselves for follow up at the clinic.

IMH offers Aged Psychiatry Community Assessment and Treatment Service (APCATS) in the form of a multidisciplinary team that assesses and treats the elderly with mental health problems, in the comfort of their homes. APCATS also provides caregiver support and home safety assessment via its multi-disciplinary team.

# Empowerment through Occupation

## – Celebrating the Launch of Secret Recipe Outlet at IMH

On 12 January 2009, as part of IMH's Occupational Therapy (OT) Day celebrations, the Secret Recipe outlet at IMH was officially opened. The launch of the Secret Recipe outlet represented another milestone in the involvement of patients in their own recovery process. The collaboration epitomised Secret Recipe's commitment to facilitating the integration of patients into the community. Aptly named "Empowerment through Occupation", the programme launch saw inspiring speeches by Mr Gerard Ee, Chairman of the National Kidney Foundation, and Professor Rathi Mahendran, Chairman of Medical Board, IMH. Mr Ee gave an impassioned speech on the possibility of recovering your mental health, quoting Raines and Day-Lower, who wrote, "The Human Quest for Meaning", *"In work and through work, we humans express our human essence. And over time we transform and evolve that essence – biologically, technologically and also religiously. We begin therefore to see*

*what it means to speak of work. Work is not first of all what we do to 'make' a living. Work is human living – human being and human becoming.*" Professor Rathi provided clinical insight into this programme as well as reflecting on the positive impact and success of the efforts in assisting patients.



Ribbon-cutting ceremony (left to right): Mr Leong Yew Meng; CEO IMH, Ms Sim Sin Sin, CEO Secret Recipe; Mr Gerard Ee, Guest-of-Honour; Professor Rathi Mahendran, CMB IMH; and Ms Tan Bhing Leet, Head OT IMH

# Official Opening of Community Wellness Centre (CWC)

WRITTEN BY VERA SOO



Mr Khaw Boon Wan, Minister for Health, at the joint opening of Queenstown Polyclinic and CWC

IMH launched its third satellite clinic in the western part of Singapore on 13 January 2009. Co-located with Queenstown Polyclinic, CWC provides affordable and accessible mental health services to the residents living in the west. From consultation to treatment to rehabilitation, CWC re-builds one's mental wellness with detailed follow-ups. Mr Khaw Boon Wan, Minister for Health, officiated the joint opening of the Queenstown Polyclinic and CWC. In addition to the CWC, our community network includes General Practitioners, Voluntary Welfare Organisations and other social agencies to better manage the recovery of patients in the community.

# Integration of Care and Innovation at Jönköping County

## – How Seamless Healthcare Can Become a Reality

WRITTEN BY SEE MEE MEE, ASSISTANT MANAGER, LEARNING & DEVELOPMENT

Seamless healthcare principles were what brought Mr Göran Hendriks, Chief Executive of Learning & Innovation and Dr Mats Bojestig, Chief Medical Officer, from the Jönköping County Council of Sweden to our shores on 22 January 2009.

In their eye-opening sharing session, Mr Hendriks and Dr Bojestig introduced IMH Senior Management and Clinical Chiefs to Sweden's CARE model, which interacts with the community in four areas, namely Access; Diagnosis and Treatment; Care Form; and Evaluation. The key to better patient care is facilitating feedback through the CARE channel.

Guests discussed the Swedish experience in relation to the setting up of a National Register for mental patients. The discussions covered four such Registers currently used in Sweden which monitor conditions such as schizophrenia, anorexia nervosa and depression. The challenge laid with the physicians, who possessed limited experience handling psychiatric conditions and were initially reluctant to support the monitoring efforts.

Dr Daniel Fung, Chief of the Department of Child and Adolescent Psychiatry, reflected, "I learnt that they see the value stream as seamless across healthcare institutions, and into the community. This is something that we need to learn to do but must engage our community partners in order to achieve it."

Over 100 staff also attended a lunchtime talk, where they enjoyed the speakers' introduction to the Swedish way of life and the healthcare system in Jönköping.



Jönköping County discussion on intergration of seamless healthcare in Sweden

# Australian Visit Alludes to Exciting Advancements in Community Mental Health

WRITTEN BY POON WENG CHEONG, SENIOR MEDICAL SOCIAL WORKER, COMMUNITY MENTAL HEATH TEAM



Associate Professor Carol Harvey with IMH staff

The Community Mental Health Team (CMHT) played host to Dr Carol Harvey, an Associate Professor from Melbourne University who shared her many numerous experiences from her illustrative career spanning over 2 decades, part of which she dedicated herself to working in community health programmes for families.

An expert in psychosocial rehabilitation, family intervention, research and Assertive Community Treatment, her visit to IMH from 15 to 22 February 2009 provided understanding on how her experience and work could be applied to the healthcare scene in Singapore at IMH. Part of her work with IMH included conducting home visits with the Community Mental Health Team. Staff who worked with Dr Harvey were privy to observations that put to practice the following – the active engaging of patients with compliance issues. The team also shared and observed the use of early engagement with patients – stressing the careful management of patient caseloads and active sharing of information among colleagues. Dr Harvey also shared about the clinicians' workload and how they are measured.

Aside from her work with CMHT at IMH, Dr Harvey keenly participated in meetings with IMH's Senior Management, the General Practitioners Partnership team, Inter-Ministerial Focus Group and Psychological Medicine Department, Changi General Hospital. Using the visiting expert platform, CMHT piloted the first multi-agencies case conference consisting of professionals from IMH, Ministry of Community Development, Youth and Sports, Centres of Disease Control and Voluntary Welfare Organisations.

# Mental Health

## – Psychiatric Nursing Programme for Singapore Prisons

WRITTEN BY JAMILAH BEEVI, NURSING ADMINISTRATION



Senior Nurse Educator, P Santhatevi (front) with warden officers of the Mental Health Psychiatric Nursing Programme

Started on 5 January 2009, this monthly programme allows better understanding amongst professionals in the care of psychiatric patients. The Nursing Department at IMH assists the Prisons Department in conducting psychiatric nursing training for its prison officers. These prison officers are responsible for managing psychiatric inmates in the Prisons Department, Changi Medical Centre. This programme aims to enhance the confidence of prison officers in managing their inmates with psychiatric problems.

The training objectives include:

- Understanding the various mental illnesses and their symptoms
- Identifying and detecting signs of mental illness
- Understanding the importance and side effects of psychotropic drugs
- Understanding crisis management
- Learning interaction skills with mentally ill inmates
- Management of highly distressed, violent and suicidal mentally ill inmates

Officers involved gave highly favourable responses to the programme encompassing an intensive 2-day classroom training and an 8-day practical attachment at the Forensic Ward on ward policies, patient safety and security issues. In addition, senior nurses in the ward would mentor the prison officers and provide on-the-job training.

## Translational Clinical Research (TCR) Office and Assessment Rooms

The Translational Clinical Research (TCR) Office and Assessment Rooms were established recently. This new infrastructure supports the TCR programme which focuses on understanding the disease process, enabling the translation of these findings to clinical care and providing enhanced means of identifying individuals predisposed to psychosis.

In addition to facilitating early intervention and the prevention of complications as well as disabilities for the individual, it also paves the way for more effective treatment. The facility will provide for an additional headcount of 35 administrative and research personnel.



TCR Research Office and Assessment Rooms which were recently set up and awaiting staff use



# Launch of Evidence-Based Practice (EBP) at IMH

WRITTEN BY JAMILAH BEEVI, NURSING ADMINISTRATION

In our quest to provide the highest quality of care for our patients, IMH Nursing has embarked on a journey towards evidence-based practice. Evidence based practice requires the integration of the best research evidence with our clinical expertise and the patient's unique values and circumstances.



Launch of EBP at IMH on 27 February 2009

To kick off, five Clinical Practice Guidelines for the care of patients with mental health disorders were launched on Friday, 27 February 2009. The five clinical practice guidelines are:

- Assessment and early management of adults with suicidal tendency in mental health setting
- Prevention of falls in older adults above 65 years in inpatient mental health settings
- Management of disturbed, aggressive and violent behaviours in inpatient mental health settings
- Medication administration in inpatient mental health settings
- Reduction of assault in inpatient mental health settings

IMH was privileged to have Dr Lee Chien Earn, Senior Director of the Healthcare Performance Group in the Ministry of Health to grace the event. Dr Lee shared his views on improving patient outcomes through evidence-based practice. Dr Edwin Chan of the Singapore Clinical Research Institute delivered a talk on "GRADE – A Future Global Standard for Developing Clinical Practice Guidelines" and Dr Prema, our Director of Nursing, shared on "3 S' Strategies of EBP at IMH".

## Nursing Informatics Seminar

To keep abreast with rapidly advancing technology, a team of IT savvy nurses from IMH's newly formed Nursing Innovate Committee attended the Seminar on Nursing Informatics, by the National Healthcare Group College HMDP. Visiting Expert, Assistant Professor Patricia Abbott, from 7 - 20 February 2009.

Assistant Professor Abbott is the Co-Director of the PAHO / World Health Organisation Collaborating Centre for Nursing Knowledge, Information Management, and Sharing, John Hopkins University School of Nursing, USA.



The programme included seminars and discussions on the following topics:

- Nursing informatics – The emerging field
- The new emerging computer technologies in nursing and how they impact patient care
- Use of effective data, information and knowledge technologies to support clinical decision making
- Use of computer technology for documentation, decision making, collaboration and networking
- Information systems life cycle within the context of inter disciplinary healthcare organizations
- Bioinformatics
- Dynamics of combining computer technology with nursing practice
- Ethical consideration for decisions support system
- Evaluate specific information and knowledge resources using an information network

IMH was also privileged to host Assistant Professor Abbott for a half-day programme on 17 February 2009, where we shared the overview of IT management at IMH.

# Second Batch of IMH Pharmacists who Received the US Board of Pharmaceutical Specialties (BPS) Certification

WRITTEN BY KOK SENG, SENIOR PHARMACIST



Dr Chee Kok Seng and Ms Huan Hui Fen

Two of our senior pharmacists, Mr Chee Kok Seng and Ms Huan Hui Fen recently attained Board Certification from the US Board of Pharmaceutical Specialties in psychiatric pharmacy. They are now recognized world-wide as highly-trained and skilled Board Certified Psychiatric Pharmacists (BCPP).

Board Certification through BPS is the key to fostering pharmacists' inevitable evolution from order-filling agents to integral members of the clinical patient care team. In this rapidly expanding and evolving era of medical knowledge, pharmacy specialization has become essential to optimal patient care. Clinical skills and knowledge must be constantly updated and validated to meet the increasing needs of our patients, family members and medical professionals. Specialty Certification thus provides an excellent means for pharmacists to be able to contribute to these evolving, advanced practice standards.

*"This prestigious international recognition reaffirms our dedication and commitment to clinical as well as professional excellence in our field of specialty. We will be working closely with the multidisciplinary clinical team towards better improving outcomes in patient care, through the running of specialized pharmacist-led clinical services to achieve outcomes such as better patient compliance to their therapy, fewer complications and better management of side effects of medications, and reductions in unnecessary medications etc. We hope this achievement can serve as a role model to spur and help others become better practitioners in the mental health practice field!"*

Chee Kok Seng, Senior Pharmacist (Clinical)

## e-Notes

eC-Notes has now assumed the new identity of eNotes! With eNotes, doctors, nurses and allied health professionals will capture clinical information electronically instead of the current pen and paper method. This is a major step forward to improving care delivery through the use of IT. As a result of eNotes, our care providers will manage their patients by accessing the notes online real time. The implementation will be carried out in three major phases:- Phase One at Emergency Services, Phase Two at Ambulatory Services, and Phase Three in the wards from 2009 to 2011. Phase One went live in the second quarter 2009 with Dr Alex Su, Acting Chief, General Psychiatry 1 and Dr Eu Pui Wai, Senior Consultant, General Psychiatry 1 leading the teams.

# 转换工作的故事

从事卫生保健工作是否有值得?对于以下这些转换职业跑道、加入卫生保健业的人来说,答案是肯定的。卫生保健业已经发展成一个引人注目的行业;这是一个可以发展为终身事业的行业,在导师的耐心指导下,学员们都为所学的新事物感到新奇和满足。卫生保健业代表着一份深具满足感的事业,让你能够取得工作与生活的平衡,并激发你的智慧和社交兴趣。这也许听起来好得难以置信。对于一些人而言,加入卫生保健业意味着重新审视自己,发现自己与众不同的地方。



“在娱乐业所得到的不同经验使我更善于接纳他人,也培养了我与人建立关系的能力,并让我下定决心要自己决定自己的生活。我寻求个人的满足感,而在卫生保健业中我得到了。”

Haizad Imran, Staff Nurse

让这些具有奉献精神的人士告诉你,为什么从事卫生保健工作给他们的生活带来巨大的意义。他们的故事或许能让你有所启发。在用心照料他人的时光中,他们进入了一个自我发现的旅程。

**Wan Sau Peng** 在保险业做了一年的私人助理之后,觉得这不是自己想要的事业。她喜欢帮助别人,所以决定转行从事职业治疗师的工作——一份她称为“有满足感”的职业。

刚开始时,Sau Peng在特别学校当职业治疗师助理,帮助智障孩童。她说:“我享受着与孩子们的交流,以及一种来自满足他人需要而产生的满足感,哪怕是满足最小的需要。然而,我发现我并不具备足够的必要技能来帮助他们。因此,我决定报读南洋理工学院的职业治疗专业文凭。”

“我当时没有能力支付职业治疗专业文凭的学费,所以我很感激新加坡卫生部资助我修读这个课程。我的家人全力支持我成为一名职业治疗师。我以前很害羞,而且没有信心。这份工作给了我信心,也让我对生命中的普通事物更多了一份感恩的心态。不只如此,我还认识了许多和我志趣相投的同事,而我更是在2006年8月遇上了我的终

对于那些正在寻找职业方向的人,她奉上这些鼓励的话:“遵循你所坚信的并坚持到底,因为你将看到耕耘的果实。要有耐心。你可能会在这份职业中发现你意想不到的美妙。”

**Nellie Lim** 从事了15年的会计与办公室管理工作,之后逐渐转行在乐龄护理中当辅导员。在那里,她最终做出决定,要成为一名医疗社会工作者;她认为这是自己的终身职业。要做出这样的改变,她面临许多个人特质方面的考验,例如自我意识、思想开通,以及专注于自己的人生目标的能力。当然,在做改行决定以及学习新技能的时候,她也曾经怀疑过自己。她分享道:“我学习到要走出自己的舒适地带,探索人生中的新选择。这让我有机会接触不同的人并和他们建立更密切的关系。”她之前曾受到家人的反对,但最后认定这份工作能给她更大的满足感与职业发展。她这样启发那些想要转业的人:“与其给自己理由说明自己不能,不如给自己理由说明自己能。”

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So Leng, Nellie and Jiat Khee

**So Leng Tay** 在公共部门作了14年的资讯科技策划员,后来发现她要的不是这些。于是,她为了个人的发展而转业,因为她意识到自己想要的是与人接触的工作体验。在心理卫生学院当医疗社会工作者,她如愿以偿,因为她有很多机会接触需要她照顾的病人及其家属。为了适应这种生活方式,她培养了坚韧的个性,反思自己的需要,并发现照顾他人给她带来更大的快乐与满足感。她认定这就是自己要的职业道路。

**Chang Jiat Khee** 曾是一个志愿福利机构的青年辅导员。她拥有工程学学士学位,但这却从来没有阻碍或改变她无私奉献自己业余时间的决心。她在大学读书期间就从事志愿者工作,毕业后便朝这方向前进。后来,对人的热忱促使她攻读社会科学硕士课程,使她具备与病人交流的专业技能。

身为一名充满热忱的合格医疗社会工作者,她在学习从他人的角度看待事物的同时,坦诚地付出,对生命有了更多的感悟。在与团队同事以及外部机构的工作中,她意识到

他人。她说:“你不可能独自工作。”

她付出很大的努力才说服家人,告诉家人这是她所要的;毕竟,她承认这是一份待遇不算太好的工作,尽管在其他方面,这份工作的回报很大。她从工作中得到了更大的满足感:“对我来说,这纯粹是内在推动力。它从来都不是外在的。”

她也意识到,接触青年人和接触患有心理健康状况的病人不同。不过,当她协助精神病患者、帮助他们改善人际关系时,看到他们脸上的微笑,她就会深受鼓舞。

对于那些正在思考要从事哪一行业的人,她分享道:“你是有潜力完成伟大事业的。我们心中有无穷的善良,让我们能够帮助另一个失落的人。你需要按照你心中的真实想法去做,留意你内心的召唤。勇敢一些,你可能会给自己一个惊喜。”

**Haizad Imran** 是一名护士,之前在剧场工作了两年;其中一年,他演戏、跳舞,并在一个高级别的戏剧演出中进行声乐表演。他也录制过音乐,当过模特儿。在那两年里,卫生保健业不在他的考虑范围内。但是,当他在娱乐业几乎没有的满足感时候,一切就开始改变了。他分享道:“在娱乐业所得到的不同经验使我更善于接纳他人,也培养了我与人建立关系的能力,并让我下定决心要自己决定自己的生活。我寻求个人的满足感,而在卫生保健业中我得到了。”

当他告诉家人他决定转业进入卫生保健业时,他们都支持并鼓励他。现在他快乐多了;他感觉自己得到了足够的机会发展自己的事业,而他的导师们都能够接受他在专业方面以及个人事务方面的需求。

“你需要积极地去照顾其他人。胆怯的人是无法改善其他人的生活的!”他笑着分享道。

**Vasanthi Velu** 之前在新加坡航空公司当了3年的空中服务

她无法兼顾事业与学业,所以决定全职读书。考取法律学位后,她在总检察署当助理检察长。

她在那里工作了一年,从事起诉罪犯的工作;这期间,她经历了一次艰难的怀孕期。那是她生命中的转折点。



“人生中最最重要的东西都不是金钱所能买到的。那是一种信念，建立在道德、价值观与原则之上

—  
够具体地将这种信念表现出来。我知道我是谁，我人生的意义，以及我来到这里照顾那些精神病人的理由。”

Vasanthi Velu, Psychiatric Nurse

她解释说道：“我的孩子早产，患有心房扑动（不正常心律）。医生对孩子病情表示不乐观。我自己发誓：如果他活下来，我将用我的一生来侍奉那些体弱多病的人，正如护士们在我历经煎熬时对我的照顾。后来我的儿子渡过了关键期（他现在已6岁，而且很健康）并活了下来，我便知道我必须履行我的承诺。”

她继续说道：“人生中最最重要的东西都不是金钱所能买到的。那是一种信念，  
—  
这种信念表现出来。我知道我是谁，我人生的意义，以及我来到这里照顾那些精神病人的理由。”

护士在卫生保健机构工作有充分的理由；Vasanthi也有足够的理由，可是她却发现照顾他人使她没有时间照顾自己的孩子。于是她和她先生做了调整：聘请家庭帮佣。从她修读法律课程开始，她的先生就非常支持她，常常帮忙做家务，如打扫、煮饭以及清洗。

确定了自己的人生道路，并经历了选择的过程，她平静地看待自己的现状以及所做的决定。她总结道：“人生是让别人的生活有所不同，并且拥有一夜的安睡。金钱可以买到一张舒适的大床，却不能给你安稳的睡眠。”

**Ernest Ng Kok Hong** 在房地产业工作了26年后，决定进入卫生保健业。拥有活泼的个性和极好的人缘，他认为卫生保健业是适合自己的。他决心要重新开始，并发现自己对那些需要医药照顾的人们深感同情，于是他与家人讨论了转换职业的话题。当他刚开始进入卫生保健业的时候，他需要适应工作时间以及环境的改变；因为他之前的自雇工作相对比较独立。他说：“尽管刚开始在新工作中需要适应一些新事物，但我的家人都很支持我。我看到病人康复，这是我继续从事护理工作的推动力。的确，护理工作是一份充满挑战的职业，它需要花大量的精力，但也带来满足感，还有很多充足的职业发展机会。”



Ernest Ng Kok Hong

# 专家解答

NURSE CLINICIAN NG HEE TONG



## 问

我如何与坚持独立并且独自居住的年迈父亲保持联系？我和我先生都有工作，而其他亲戚都不愿意照顾我年迈的父亲。他身体虚弱，也越来越健忘。曾经有两次，他被发现在住家几公里外徘徊（因为回家路上搭错了公车）；我们非常感激政府部门在联系我们期间对他的良好照顾，但下一次我们可能没那么幸运了。我们需要如何照顾他，同时又不让他感觉依赖我们呢？我担心他可能患有老年痴呆症，我们需要如何处理他的心理健康问题呢？

## 答

临床护士Ng Hee Tong在为您讲解如何处理这个问题之前，让我概述一下您的问题当中所涉及的几个方面：

1. 您和您先生都有工作，所以没时间照顾年迈的父亲。
2. 您年迈的父亲身体虚弱、健忘，却仍然坚持要独自生活。
3. 您担心您父亲的安全。
4. 您需要援助，因为您和您先生都忙于照顾整个家。

首先，您可以为您父亲预约精神专科医生，让医生进行老年痴呆症或其他可能导致健忘因素的检查。最近有一个好消息：在一些痴呆症的病例中，一旦根本的病因及时得到医治，痴呆症是有可能恢复的。届时您的父亲就可以回归他正常的生活。

如果您的父亲确实患有无法逆转的痴呆症，医生也可以使用减缓病情恶化的药物，从而尽可能地帮助他能够生活得好一些。

一旦您父亲接受了必要的医药治疗和护理，您在确保他安全的同时，可以顺着他自己的意愿。其中一个办法是说服他聘请私人看护在家照顾他。这样做主要是考虑到他的人身安全以及邻居们的安全，因为您父亲可能会忘记锁门或关掉炉火。您或许需要向他强调：尽管您希望尊重他要求独立的意愿，但您也同样关心他的安全。耐心、温和地和他谈谈，让他能明白这一点。

对于需要照料的老人来说，最好是由一名私人看护、家庭佣人，或家庭成员（通常是子女），来照顾他们。其他的家庭成员可以在金钱方面补偿这位做出牺牲去照顾老人的家庭成员。这可以通过家庭会议来讨论决定。

另外一个好主意是给您的父亲戴上一个身份牌，以便在没有人照顾的情况下，您父亲离家在外迷路时，发现他的人可以联络您或其他家人。

至于您邻里的社区援助，您可以查看社区乐龄护理机构；它们提供各种服务来帮助有年长父母的家庭，有些是专为老年痴呆症所设的日间看护中心，让家人可以将他们年迈的亲人暂时托付给专业职员照顾，同时自己也休息一下。此外，还有日间社交中心，让乐龄人士进行有意义的活动或与人交流；以及到乐龄人士家中探访、给予精神支持、递送餐食或帮忙做家务的“乐龄之友”（Befrienders）。还有一些机构，失智症协会（Alzheimer's Disease Association）以及曹氏基金会（Tsao Foundation），为那些照顾患有痴呆症病人的人士提供护理训练。如果乐龄人士无法去诊所复诊，可以联系住家医药与护理服务机构（Home Medical and Nursing Services），使乐龄人士在家中同样可以得到护理。

新加坡心理卫生学院设有“乐龄心理健康社区诊察与治疗服务”（Aged Psychiatry Community Assessment and Treatment Service, APCATS），由来自相关医学领域的成员组成服务团队，以便到居民的家中为患有心理健康问题的乐龄人士进行诊察与治疗。APCATS也为护理这些乐龄人士的人们提供支持和援助，以及对住家环境进行安全评估。

# EMDR Seminars 2009

Eye Movement Desensitization & Reprocessing Therapy (EMDR) is a complex approach to psychotherapy that accelerates the treatment of a wide range of pathologies and self-esteem issues related to past traumatic events and present life conditions. This interactional, standardised approach has been empirically tested with patients evincing a considerable range of presenting complaints, including the loss of a loved one, rape, sexual molestation, and natural disaster.

## Basic Level Training Workshop (W1)

### Learning Objectives

18 hours of classroom training and 5 hours of supervised practice that encompass the following:

- Identification of parameters treatable with EMDR
- Use of EMDR Approach as a form of psychotherapy
- The Adaptive Information Processing Model
- Components involved in the approved EMDR Approach
- 8 Phases of EMDR for comprehensive treatment
- Clinical implications of existing research
- Criteria for client selection
- Strategies for effective and safe use of EMDR
- Treatment planning and case conceptualization

### Target Audience

Mental health professionals with specialised training in mental health (Psychiatry, Psychology, Mental Health Social Workers, Mental Health Nurses, Psychological Medicine, etc) who can demonstrate current access to clients' caseloads.

### Dates for Classroom Training

Friday – Sunday  
17 – 19 July 2009

### Time

9.00am – 5.00pm

### Venue

Institute of Mental Health, rooms to be advised.

### Fee

\$1,498 (inclusive of 7% GST)

### Date for Group Supervision 1

Saturday, 24 October 2009

### Date for Group Supervision 2

Saturday, 16 January 2010

## Advanced Level Training Workshop (W2)

### Learning Objectives

18 hours of classroom training and 5 hours of supervised practice that encompass the following:

- Identification of problem areas
- Closing down incomplete sessions
- Working with difficult or resistant clients
- Integration of self-control techniques
- Expanded preparation strategies
- Treatment planning to choose and prioritize targets
- Dealing with highly emotional responses
- Overview for dealing with dissociative symptoms and phobias
- Effectively treat more complex trauma-related disorders

### Target Audience

Mental health professionals with specialist training in mental health (Psychiatry, Psychology, Mental Health Social Workers, Mental Health Nurses, Psychological Medicine, etc) who can demonstrate current access to clients' caseloads.

### Dates for Classroom Training

Monday – Wednesday  
20 – 22 July 2009

### Time

9.00am – 5.00pm

### Venue

Institute of Mental Health, rooms to be advised.

### Fee

\$1,498 (inclusive of 7% GST)

### Date for Group Supervision 1

Sunday, 25 October 2009

### Date for Group Supervision 2

Sunday, 17 January 2010

[Continued on Next Page]

# Master Level Training Workshop (W3)

## Learning Objectives:

18 hours of classroom training that encompass of the following (with no group supervision training):

- Case conceptualization and target selection
- Resource development and installation
- Negative and positive cognition selection
- Recognizing signs of processing
- Fine-tuning the application of dual attention
- Stimulation to maximize processing
- Clinical containment issues
- Knowing when to interweave vs "stay out of the way"
- Consolidating treatment gains

This advanced style workshop will teach the art of EMDR. The hallmark of EMDR is facilitating the client's natural processing and healing patterns, "staying out of the way" if the material is moving. This workshop will focus on the "dance" between client and therapist where the therapist interacts more through bilateral stimulation

than through verbal communication. It will teach the behavioural manifestations of processing and how to attune and calibrate the stimuli to maximize processing and control intensity. Participants will expand and integrate their knowledge and skills in applying The Standard Protocol. Individualized learning will take place through live demonstrations and advanced facilitated practicum.

## Dates for Classroom Training

Friday – Monday  
24 – 27 July 2009

## Time

Friday 1pm – 5pm  
 Saturday 9am – 4pm  
 Sunday 9am – 4pm  
 Monday 9am – 12.30pm

## Venue

Institute of Mental Health, rooms to be advised.

## Fee

\$2,247 (inclusive of 7% GST)

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for further details call

(65) 6389 2166 or (65) 6389 2164

## Payment

Please make the cheque payable to: **Institute of Mental Health.**

Print your name, email address, your organisation/tertiary institution, and the event name (i.e., EMDR Seminars 2009) at the back of the cheque.

Mail your cheque to Ms Catherine Wang, Department of Psychology, Institute of Mental Health, Buangkok Green Medical Park, Singapore 539747.



The Corporate Consulting Services supports corporations in their efforts to ensure the mental well-being of their workforce. A multi-disciplinary team of specialists offers a comprehensive range of mental health courses, workshops, and coaching sessions that include the Workplace Emotional Health Programme (WEHP), crisis management and private emotional health consultations for employees.



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